DeTeWe

Your connection to the world

OpenPhone 28

on the OpenCom 100 Communications System

User Guide

Welcome to DeTeWe

Thank you for choosing this DeTeWe product. Our product meets the strictest requirements with regard to quality and design.

This User Guide will show you how to use your OpenPhone 28 and answer most of the questions that may arise.

If you require further technical support or information about other DeTeWe products, please refer to our website at

www.detewe.de.

It provides additional notes and tips on the product.

OpenCom 100 Product Family

This user guide applies to the OpenCom 100 product family comprising the OpenCom 107, OpenCom 130, OpenCom 131, OpenCom 150 and OpenCom 510 systems. If a reference is made in the text to the OpenCom 100, the description applies to all systems; if the individual characteristics are different, a special note is given.

We hope you enjoy using OpenPhone.

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OpenPhone 28 on the OpenCom 100 Communications System

General Information

The OpenPhone 28 is a cordless system terminal for use in conjunction with the OpenCom 100 communications system. The newly designed menus allow you to easily use and quickly access your system's many functions and features.

You can activate the features and programme functions on the handset itself, or equally conveniently, use the **Configurator** of the OpenCom 100.

The OpenPhone 28 is suitable for use in office, in outdoor or in dusty environments. The handset offers the following special features:

- SOS key for one touch emergency call
- Mandown switch: Position sensor triggers emergency call automatically
- The memory card inserted in your handset (MEM card) saves your personal settings and telephone book. If you should change your handset, you will be able to telephone immediately by inserting this MEM card in the new device.
- The device complies with industrial standard IP54 (splash- and dust proof)

Get to know your telephone equipment. You will discover many new functions that simplify communication and organisation considerably.

Authorisation is Required

Most of the features mentioned in this user guide are only available to you if you have the appropriate user authorisation. This will be set up by your system administrator when configuring the communications system.

If you have any questions concerning a particular feature or are unable to use a particular feature, consult your system administrator.

The Glossary

This operating instruction describe all the basic functions of your handset. Should you require further information on the communications system's features, please refer to the glossary provided with your communications system.

Further Documentation

Please also refer to the other documentation supplied with the components of your communications system. You can find this documentation on the OpenCom 100 product CD.

Safety Precautions

Only use this product in countries where the relevant authorities have authorised its operation.

This product complies with protection class IP54 according to IEC 529 / EN 60 529 (dust-proof and splash-proof).

Please observe the following notes on safety when setting up, connecting and using the handset:

- Do not place the handset in areas subject to danger of explosion.
- Do not place the handset, the charging station or accessories near:

  – water, moisture or damp areas (e.g. bathroom)

  – heat sources, direct sunlight or inadequately ventilated areas

  – devices that produce strong magnetic fields, electrical devices, fluorescent lamps, computers, radios and television sets

  – areas where the equipment may be covered, where its ventilation is impaired or where it may be penetrated by fluids. Do not leave the handset lying, for example, uncovered outside in the rain.

  – areas subject to vibration, shock or extreme temperature fluctuations.

Please observe the following notes on safety when setting up, connecting and using the handset:

- Connect only approved accessories.
- Only use the supplied AC adapter with the no. 4999045014 (no. 4999051605 for the UK) or the AC adapter plus (no. 4999070859, no. 4999070860 for the UK).

- Do not use AC adapters which are visibly damaged (cracked or broken casing).

- Research has shown that in certain cases mobile telephones (DECT) that are switched on can affect medical equipment. If you are using mobile telephones within a medical establishment, then please observe its regulations.

- Generally, other electronic equipment is protected from interference by radio-based equipment. Electronic equipment that is inadequately shielded may be subject to malfunction.

- Do not throw the battery pack into a fire, as there is risk of explosion. To prevent injuries or fire damage, do not connect the contact points of the batteries with other electroconductive components or short-circuit them.

Please note: Please check before telephoning to make sure that there are no small, loose pieces of metal in the earpiece or loudspeaker (reverse side) areas that could potentially stick to the built-in magnets in the casing (risk of injury).

WARNING!
Never
– open the telephone yourself!
– touch the plug contacts with pointed metallic objects!

- Only wipe your telephone clean with a slightly damp cloth.

- Place and/or store the handset and accessories out of the reach of small children.

Conformity

The CE symbol on the product confirms that it meets the technical guidelines on user safety and electromagnetic compatibility valid at the time of issue of the corresponding conformity declaration in line with European Directive 99/5/EC.
The Declarations of Conformity can be viewed at the DeTeWe web site at http://www.detewe.

The Features of Your Telephone

Using Your Telephone

General Information

The OpenPhone 28 is a cordless telephone designed for operation in the OpenCom 100 communications system. In addition to convenient softkey control of system features, this telephone also offers a variety of features that allow you to make calls more easily. You can also operate your handset in other communications systems, which means you can use the same handset in different places. Furthermore, it is possible to operate the handset in communications systems made by other manufacturers, as long as they meet the GAP standard.

Power Supply / Power Failure / Batteries

This product requires a 230 V alternating current power supply. This product can only be switched off by removing the adapter plug from the mains socket.

The mains supply voltage in some countries is 110 V. The corresponding adapter plug can be obtained as accessory. Please consult with customer service of your supplier for this.

In the case of power failure, all memory storage (program and user data) are preserved without alteration.

Important tips regarding the use of the batteries can be found on page 13.

Usage

This handset, like any cordless telephone, operates using radio signals, which do not always guarantee a connection being established under all circumstances. For this reason, you should never rely solely upon any cordless telephone for essential communication (e.g. medical emergencies).

DECT and GAP

Your handset uses a digital radio connection in accordance with the DECT (Digital Enhanced Cordless Telephone) standard for the connection to the base station. The digital channel guarantees superior voice quality without static or background noise. For signalling between the communications system and the handset, the OpenPhone 28 uses the Generic Access Profile (GAP).

The Generic Access Profile (GAP) and the DECT standard define procedures used by digital cordless telephones to establish connections. The GAP standard is not manufacturer-specific so it is possible to combine the communication systems and handsets of different vendors. The basic functions (making and receiving calls) are always possible with in these combinations, but other functions provided by your OpenCom 100 communications system together with your handset (e.g. display of call numbers or call charges) may not be available when communications systems produced by other manufacturers are used.

Additional Notes

Depending on the digital transmission in the frequency range used and also on the technical environment within the range of coverage, silent zones may occur. In this case, transmission quality can be diminished by multiple, short transmission gaps. Slight movement out of the silent zone will restore typical transmission quality. The connection will be lost if the handset is moved out of range.

In order to avoid radio coupling into other electronic equipment, we recommend the maximum possible distance (min. 1m) between the handset and other devices (e.g. radios, loudspeakers etc.).

Before using the handset, people with hearing aids should note that radio signals can couple into hearing aids and if strong enough can cause an unpleasant buzzing sound.

Installation

Scope of Delivery

Please check the contents upon receiving your OpenPhone 28:

- Handset OpenPhone 28 with belt clip and MEM card
- Replacement battery
- Charging station
- AC Adapter (no. 4999045014, no. 4999051605 for the UK) 230 V with connection cable

If your handset has not been assembled

If your handset has been delivered unassembled, you must:

- insert the MEM card (see page 11),
- insert the battery (see page 11) and
- if necessary, remove the protective film from the display.
- Your system administrator must subscribe the handset to your communication system.

Your OpenPhone 28 is then ready to operate.

Now install the charging station (see page 12).

If your handset has been completely assembled

If your handset has been delivered completely assembled and it is subscribed to your communications system, then you only need to install the charging station (see page 12).

MEM card

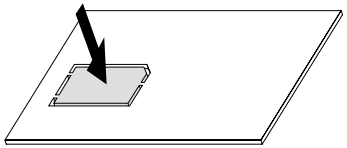
It is only possible to make a telephone call with your handset when the MEM card has been inserted (condition upon delivery). It saves important data of your handset, such as your personal telephone book. If you should change your handset at some point, you will be able to telephone immediately using this MEM card.

The MEM card manager can be obtained as an accessory and can be used to edit the data stored on the MEM card. If you wish to purchase this product, please consult with customer service of your supplier.

Inserting the MEM card

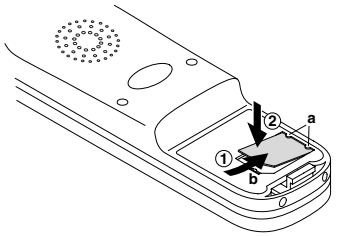
Provided the MEM card has not been inserted into the device or requires replacing:

- Using your finger, first remove the small MEM card from the larger frame.



MEM card in OpenPhone 28

- Slide the short side of the MEM card diagonally under the two small crescents (a) in the MEM card panel (1). The shiny gold-coloured contact points on the MEM card should be facing down!
- Press the MEM card downwards until the small catch (b) locks (2).



Inserting the MEM card

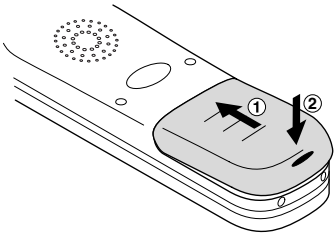
Removing the MEM card

It is only necessary to remove the MEM card if you pass on the handset or if you need the MEM card for a new handset.

- Remove the battery pack from the handset (see page 12).
- Press the little catch (b) upwards and simultaneously lift the MEM card up slightly.
- Take the MEM card out.

Inserting the Battery

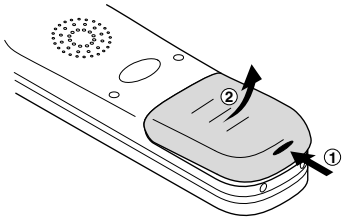
- Slide the battery into the casing (1).
- Press down the battery at the end with the latch until it audible snaps shut (2).



Inserting the battery

Removing the Battery

- Place the handset with the display downwards on a flat surface.
- Press the latch (1) and lift up the battery pack at the same time (2).



Removing the battery

Installing the Charger

Installation location
Place the charging station on a flat, even surface, for example on a table. Choose an area that is free of direct sunlight and moisture.

Place the charging station on a non slip underlay, especially when placing the charging station on furniture that is new or treated with cleaning agents. Varnish and cleaning agents can dissolve the feet on the underside of the charging station and leave unsightly marks on the surface of your furniture. DeTeWe can not be held liable for such damage.

Recommendations for AC Adapter Plug
The adapter plug components for the standard charging station and the charging station plus differ in respect to the low voltage pin assignments and the rating. Use only the standard adapter plug (named Adapter Plug No. 4999045014, no. 4999051605 for the UK) for the standard charging station (here named Charging Station) and only the adapter plug plus (named Adapter Plug Plus No. 4999070859, no. 4999070860 for the UK) for the charging station plus.

- Plug the small end of the connecting cord into the back of the charging station.
- Plug the adapter plug into a power socket.

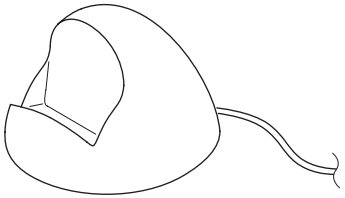
The charging station is now ready to operate.

Charging the handset

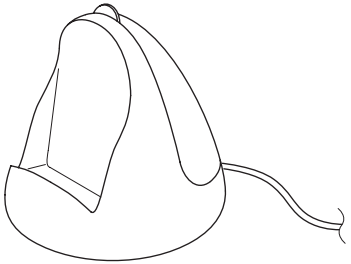
Simply place the handset in the charging station. You will hear an acoustic confirmation signal. The display illumination will illuminate briefly. Your handset will remain switched on or off.

The battery symbol in the symbol line is animated until the battery is completely charged. The batteries

will turn slightly warm during charging. This is normal.



Charging Station (Standard)

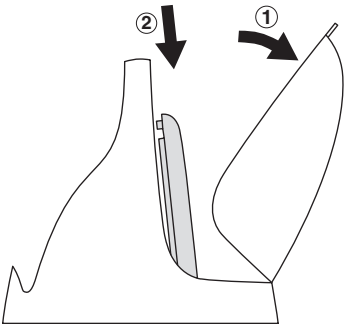


Charging Station Plus

Charging the Replacement Battery

If you have a Charging Station Plus (accessory part) you can use it to charge a replacement battery pack. The replacement battery pack can be charged simultaneously with the handset.

- Fold open the charging station plus (1).
- Place the replacement battery correctly in the designated compartment (2).
- The LED at the base of the charging station changes from green to red and indicates that the replacement battery pack has been inserted correctly and that it is charging.
- When the replacement battery has been completely charged, the charging procedure stops. The LED turns back to green.



Charging Station Plus: Charging the replacement battery

Recommendations for Battery Usage

Do not throw the battery into a fire, as there is risk of explosion.

To prevent injury or fire damage, do not connect the contact points of the batteries with other electroconductive components or short-circuit them.

When a new battery is inserted, the charging level is initially unknown to

the handset. The battery symbol is first displayed in the handset after the first complete charging cycle! Place the handset in the charging compartment **for at least 14 hours after inserting a new battery** in order to completely charge it.

You can leave the handset permanently in the charging station. The battery pack can not be overcharged.

You can remove the battery pack from the handset if you are not going to use the telephone for an extended period of time, for example when you go on holiday. You will see that the battery pack will only have discharged minimally when you reinstall it at a later date.

Do not leave the battery pack in direct sunlight. You will be rewarded with a long battery life.

Charging and Operating Times
Charging time: (fully discharged battery) approximately 5 hours to be fully charged.

Talk time: up to 8 hours (when fully charged).

Stand-by time: up to 75 hours (when fully charged).

Please note: Batteries with an unknown charging status are fully charged in approximately 14 hours.

Charge Display
The charging status of the battery is shown in the display as follows:

	80 - 100 % charged
	60 - 80 % charged
	40 - 60 % charged
	20 - 40 % charged
	0 - 20 % charged
	(Frame flashes) Battery nearly discharged

Charge warning
When the battery capacity is nearly exhausted, the battery symbol will flash in the display.

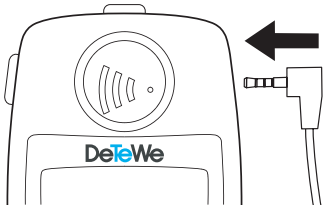
If you are making a call at the time, you still have up to three minutes of talk time before the handset switches itself off. If you are not making a call and the handset is not in the charging station, “Battery empty” appears in the display. Now you can no longer make a telephone call.

Installing and Operating the Headset

A headset is available as an accessory for the handset:

- Headset Standard T171
- alternative: Headset Comfort TC 500

The port is located on the upper right part of the handset. Carefully pull off the protective covering of the port.



Connecting the headset

Push the plug of the headset completely into the port until it audibly snaps into place.

For information on using the headset, please read the user guide.

The headset enables hands-free telephony. Your handset automatically registers when a headset is plugged in. The microphone and the earpiece of the handset are then automatically **switched off**. The loudspeaker can be switched on if you want others to listen in.

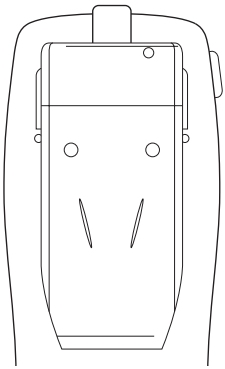
The handset rings for incoming calls. Everything else functions in the usual manner. To adjust the **earpiece volume**, long press up or down on the arrow keys until a low confirmation tone can be heard. (see *Setting the volume* starting on page 26).

Recommendation for Headset Operation

If you connect the headset to other electronic devices, potential extremely loud acoustic signals or feed back noise can lead to hearing damage (acoustic shock). Hearing protection against loud noises is not guaranteed if the headset is used with other devices. Only use this headset in conjunction with the OpenPhone 28.

Belt Clip

The clip is attached on the back of the handset with two small screws.



Belt clip

Please note: Attach the handset vertically on your clothing; this ensures the correct functioning of the "*Automatic Emergency Call (Man-down Call)*" (see also page 47).

Commissioning

Handset Subscription (Checking In)

Your handset can be operated in up to ten different communications systems. To be able to do this, it must be subscribed to every system, this means: the handset must be checked in.

Normally the check-in operation is performed when commissioning the handset. If you are operating your handset in the OpenCom 100 communications system, checking in your handset, as a rule, will done by your system administrator.

For the communications systems of other manufacturers:
Check-in your handset in the communications system as described in the chapter *"Phone settings" Menu* starting on page 62 (section "System").

Background Information

Checking in
The OpenCom 100 check-in operation for handsets is initiated via the Web console, either by the system administrator or by a user with administrator rights. You will need the following information if you wish to subsequently subscribe a handset yourself.

There are two check-in procedures. Depending on which procedure is used, there are different time limits for the completion of the check in and you may also have to enter an authentication code.

- Simplified procedure: The handset must be checked in to the communications system within three minutes. This convenient procedure enables you to check in any DECT telephone within this short period of time ("the next handset is being checked in"). This means: all menu items in the "Subscription" menu must be confirmed with OK.

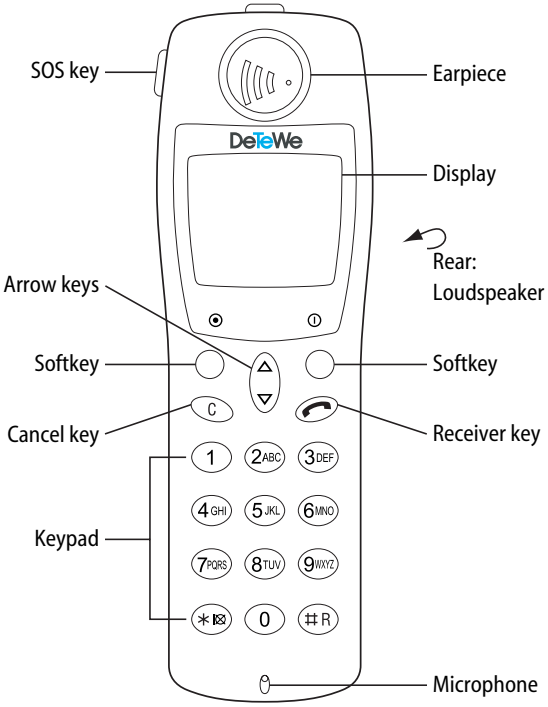
- Secured procedure: The handset must be checked in within one hour. You will need to know the IPEI of your handset and you may also have to enter an authentication code (AC) for this check-in procedure. The IPEI can

be read from the handset's "System" menu (see page 65); the AC can be obtained from your system administrator or read from the **DECT Phones** menu in the **Configurator** of the OpenCom 100 (Web console).

Subscription
The handset will store a subscription record for each communications system it has been checked into. Each subscription record includes, among other information, a name; whenever the handset enters the range of a base station, this name will be appear in the handset's display.

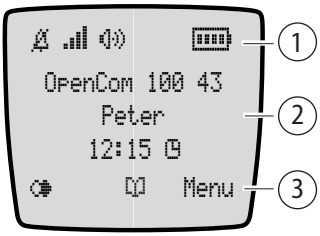
Registration
Once the handset has been subscribed to one or more communications systems you can make and receive calls. If you have activated the **Auto Search** feature (see page 63), the handset (in the idle state) will automatically register with the nearest base station within range. If you do not want to use the auto search feature, you can manually register the handset with a base station using the subscription record stored in the handset.

Displays, Keys and Symbols



Operating Elements on the Handset

Displays



1 Symbol line

2 Information/text lines:
display messages and …
in idle state: the system's name of with the handset's internal call number (if programmed), the programmed user name and the time;
in call state: display of the call numbers or names of callers/called subscribers

3 Softkey line

Symbols in the Display

	Quality of the radio connection (four bars means a stable radio connection; a single bar means an unstable radio connection)
	Call state (receiver key pressed)
	Call state (speaker/hands free activated)
	Microphone switched off
	You have received messages (short messages, E-mail).
	Ring tones switched off
	Battery charging status (see *Charge Display* starting on page 14)
	You have programmed and activated a local alarm (see *"Phone settings" Menu* starting on page 62).
	You have activated the keypad lock.
	Redial list
	You have received a voice box message. This requires a voicemail system to be connected to your communications system. The symbol is only visible if there is no active connection to the communications system.
	Telephone book Arrow key up: Telephone book of the OpenCom 100; Arrow key down: local telephone book

Information Line/ Text Lines

The three middle lines of the display provide information on the current call status or menu lists and texts.

In the idle state, the display shows the programmed user name (see also page 66) and the internal call number that you have entered during subscription (see page 64).

If the handset is checked in on multiple base stations, the name of the active base station with the internal call number for the handset is displayed in the idle state.

Selection lists (e.g. telephone book) and the features menu are displayed in a three-line section of the display. The lines are scrolled up or down by means of the arrow keys. An item that can be selected is highlighted in a dark colour.

Softkey Line

The texts and symbols in this line refer to the keys underneath. The contents of the line change according to the operating status.

Illumination

The display is automatically illuminated when calls are received or when you press a key. The illumination is automatically switched off again ten seconds after the last key was pressed.

Softkeys and Other Keys

The two keys below the display, as well as the arrow keys, are known as softkeys. The functions assigned to the keys are shown in the lowest line of the display. The key function changes automatically according to the operating status of the handset.

Softkey: Left key

short key press: selects the function shown in the display

long key press: switches the handset off

Softkey: Right key

short key press: selects the function shown in the display

long key press: switches the handset back on

Softkey: Arrow Keys

Above the arrow keys you will see symbols that identify the individual functions of the arrow keys:

	The “up” arrow key allows you to select call numbers from the phone book of your communications system OpenCom 100.
	The “down” arrow key allows you to select call numbers from the local telephone book of your telephone.
	When you are entering call numbers or names, you can make changes by moving a cursor. The arrow keys allow you to move the cursor to the beginning or end of the entry.
	If a selection list (e.g. phone book or menu) is displayed, you can use the arrow keys to scroll to the desired entry. If a continuous text is shown (e.g. a message), you can scroll up and down through the text with the arrow keys.
	During a call you can change the volume of the receiver/loudspeaker using the arrow keys.

Softkey: OK

Press OK to confirm the selected function.

If a function only has one quick-switch option, it is operated by this key. Active settings (ON) are indicated by a "✓" next to the relevant item; inactive settings (OFF) are indicated by a "-".

Softkey: Esc

Short press the Esc softkey to exit the section of the menu currently displayed. You will then see the selection from the previous menu or the current idle or call display. When you navigate within the menu and **long** press the Esc softkey, the menu closes and the telephone is in idle state again.

Softkey: Redial

Enables you to select a call number from the redial list.

Softkey: Menu

A **long** key press in the idle state shows the main menu of the OpenPhone 28. Here you can edit all the phone settings. The individual menus are explained in the chapter entitled *"Main" Menu* starting on page 56.

A **short** key press invokes a menu that depends on the state of the OpenPhone 28. This menu only displays the relevant operations that can currently be performed.

Automatic Hiding of Menus

Menus are automatically hidden under the following circumstances:

- Whenever you receive a call while your phone is in the idle or call state.
- In the call state, when you perform input that requires invoking a new, call-dependent menu (e.g. you press the R-key #R to make an enquiry).
- If you press a softkey that invokes a menu other than the one currently displayed.

If you have saved your input in a menu, it remains saved when you leave the menu.

Receiver Key

The receiver key has multiple functions. Depending on the current state of the telephone, for example, idle state or call state (conversation), a short press or a long press trigger differing functions.

… in Idle state
short key press: The first available line for outgoing connections is seized.

long key press: Activates open listening / hands free.

… during an Incoming call
short or **long** key press: The call will be answered.

… during a Conversation
short key press: Ends the conversation.

long key press: Activates open listening / hands free.

… in a List, for example Call or Redial list etc., or digits have been entered
short or **long** key press: The first available line for outgoing connections is seized and the call number is dialled.

You will find tips for the seizure of specific lines (via routes) on page 36.

Cancel Key

This key cancels your menu selection without saving the previous entry. If you are entering numbers or letters, this key deletes the last character. Holding pressed deletes the complete entry.

R Key / Hash Key

The functions of the R key (also known as signal key) and the hash key are defined on the same key. Depending on the current state of the telephone, for example, idle state or call state (conversation), a short press or a long press trigger differing functions.

… during a Conversation
long key press: You initiate an enquiry call.

… in Idle state
long key press: You switch on the keypad lock. You can switch off the keypad lock by pressing the softkey followed by the key.

… when entering Text
You enter one of the characters that are defined on the key (see *Number Keys* starting on page 24).

Star Key

(*) The star key has multiple functions. Depending on the current state of the telephone, a long press triggers differing functions.

… in Idle state
long key press: Switches the ringer signal on or off.

… during a Conversation
long key press: Switches the microphone of the telephone on or off.

SOS Key

The SOS key is located on the left side of the handset. In idle state, one press on the key initiates an emergency call (see also *Manual Emergency Call (SOS Call)* starting on page 46).

Number Keys

The number keys are used to directly enter call numbers and names, ABC labelled (Vanity call numbers).

When entering text, you can use the arrow keys to move the cursor towards the beginning or end of the entry. The C key deletes individual numbers/characters. The Esc key cancels the entire procedure. The input position moves on automatically if there is input or no new character for a time.

A long key press on the keys 2ABC to 9WXYZ toggles the input between upper and lower case.

You can enter the following characters by pressing the number keys several times:

Key	Upper-case letter	Lower-case letter
1	1?!,.:;"'	1?!,.:;"'
2ABC	ABC2ÄÅÀÁÃÆÇ	abc2äåàáãæç
3DEF	DEF3ÈÉÊË€	def3èéêë€
4GHI	GHI4ÌÍÎÏ	ghi4ìíîï
5JKL	JKL5	jkl5
6MNO	MNO6ÑÖÒÓÔÕØ	mno6ñöòóôõø

Key	Upper-case letter	Lower-case letter
7 PQRS	P Q R S 7 ß	p q r s 7 ß
8 TUV	T U V 8 Ü Ù Ú Û	t u v 8 ü ù ú û
9 WXYZ	W X Y Z 9	w x y z 9
*	* - + = ~ < > ^ %	* - + = ~ < > ^ %
0	0 (space) @ $ &	0 (space) @ $ &
# R	# ( ) { } [ ] / \	# ( ) { } [ ] / \

The locking of your telephone interface by the system administrator

The system administrator can lock your telephone's interface via a setting for your user group. With the exception of the number keys and the receiver key, all keys of your telephone then have no functionality.

- You can then make calls with your telephone but no system functionality can be configured.
- The redial functions, telephone books of the communications system, Info menu and state dependent menus are not available. (These menus are opened by a short press on the Menu softkey, they are described in the *Making Calls* starting on page 26 chapter.) The local telephone book, however, is accessible as the lock only affects the functionality of the communications system.
- Additionally you can turn on and turn off the telephone lock of your telephone (see also *"Protection" Menu* starting on page 67).
- If the system administrator has authorised you, you can set the time group if the communications system (see also *"Central settings" Menu* starting on page 71). If your user group authorisation changes according to the time group, then it is possible that the interface lock of your telephone will be cancelled.

Please consult your system administrator if you have questions concerning your authorisation.

Making Calls

General Information

Description of Operating Steps

The following descriptions lists the respective softkey functions which are shown above the left and right softkeys during the corresponding situation of operation. These functions can be activated by pressing the arrow keys or the OK softkey.

Switching the Device Off/On

Your handset is after the first charging of the battery automatically switched on and operational. You can switch off the handset to maintain the charge state of your battery for longer.

Switching the Handset Off
Long key press the key.

Switching the Handset On
Long key press the key.

No ringer or alarm signal is emitted (e.g. for an appointment call) while the handset is switched off.

Open Listening / Hands-Free Usage

To allow several people in the same room to take part in a call, press either before or during a connection the receiver key (**long** key press). Repeat the process to switch off. You will achieve the best quality when neither the loudspeaker nor the microphone are covered.

Setting the volume
During a call you can adjust the speaker or earpiece volume to one of seven levels. The current setting will be shown in your display.

To adjust the earpiece volume, press the arrow keys; to adjust the loudspeaker volume, switch the loudspeaker on (press the receiver key) and then press the arrow keys.

Muting

During a call you can switch your handset's microphone off with Mute. The person at the other end of the line can no longer hear you. Unmute switches it back on.

Visual Call Indicator

The receiver symbol in the display flashes and the display illumination is switched on to indicate an incoming call.

Time / Alarm

In the idle state the display shows the current system time. The system time is automatically updated after an external conversation. After the first commissioning or after a battery change it might take a moment for the current time to be transferred from the OpenCom 100.

The handset provides you with a programmable alarm function. See page 65 for more details.

Internal and External Call Numbers

The internal and external call numbers at which you can be reached are assigned when your OpenCom 100 communications system is set up.

Multiple Connections

Two calls can be made to your handset simultaneously. This means that you can telephone with two parties, toggle between these connections or initiate a 3-party conference.

Any further callers will hear a busy signal.

If the system administrator has configured a call queue, further calls will enter this queue (see also the section *Calls in the Call-waiting Queue* starting on page 30).

DTMF Postdial/ VF Signalling

In the connection state your telephone is automatically set to VF (voice frequency) signalling. You can use this, for example, to query an answering machine or a voicebox. Consult your system administrator if you have questions concerning this function.

Call-charge Display

If your network operator transmits call charge information, you will see in the display – for a self dialled external calls – during or after the conversation the amount for this call.

Redialling

The last call numbers you dialled are stored in the redial list (with the most recent entry at the top). If a call number is also stored in the OpenCom 100 telephone book, you will see the name.

Telephone Lock

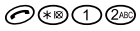
You can switch the handset telephone lock on or off using the **Protection** - **Telephone lock** menu after entering your PIN. Switching on the telephone lock changes dialling rights. You may no longer be able to make external calls or only make them to a limited extent.

Blocked/Unblocked Call Numbers

Your telephone can be blocked from dialling all or selected external call numbers. Emergency call numbers (in Germany 110 and 112) can be entered in a special list, irrespective of your trunk line access rights, and thus always be dialled. Consult your system administrator for details.

Keypad Dialling

A number of European network operators need the keypad protocol in order to set features (in Germany, for example, for the "Completion of Call on No Reply" (CCNR) feature). Depending on your system configuration your telephone could be set to keypad dialling during the connection state. If this is not the case, you must switch your telephone over to the keypad protocol – before dialling – and enter the code digits specified by the network operator. These are transmitted directly to the exchange and evaluated there. You usually get an announcement as an acknowledgement. Consult your system administrator if you have questions concerning this function.



This switches your telephone over to the keypad protocol. You can now enter the code digits for the appropriate keypad.

Please note: The setting is deleted again once the connection is terminated!

Least Cost Routing (LCR)

Whenever you make an external call, your system automatically uses LCR to set up a connection to a network operator (provider) that has been selected by the system administrator. If you do not wish to use this preferred connection and want to select a network operator yourself for a call (call-by-call), then before making the call, select LCR off (see the **LCR off** menu in the section *"Selection" Menu in the Idle State* starting on page 31). This is only necessary if LCR has been configured for you in the OpenCom 100. Consult your system administrator about this.

Least Cost Routing (LCR) can be evaluated with call forwarding to external call numbers, provided your system administrator has configured

LCR and its application in the OpenCom 100 correspondingly. Ask your system administrator for the configuration applicable to you.

Please note: Baby call and external call forwarding are not automatically routed via preferred connections. In this case, if you do not wish to use the standard network operator, you can key in the appropriate operator's code digits before entering the call number.

Transmission of Call Numbers

In ISDN there are different features which allow or prevent the transmission of call numbers between the calling and called subscribers.

CLIP feature
CLIP is an abbreviation for "Calling Line Identification Presentation". The caller's call number (if transmitted) is displayed. If this call number is also stored in the OpenCom 100 telephone book, the caller's name is displayed.

"CLIP no screening" Feature
Using "CLIP no screening" outgoing connections instead of sending the real call number of the caller, send another call number. Thus, instead of been shown your number, the subscriber you have called is shown, for example, a service call number. The feature "CLIP no screening" must be enabled by the network provider and activated in the system configuration by the system administrator.

CNIP feature
CNIP is an abbreviation for "Calling Name Identification Presentation". In addition to the call number, the name configured by the caller is also transmitted and displayed on the corresponding call key. This assumes that the network provider transmits this information with the connection. If the caller's call number is listed in the OpenCom 100 telephone book, then this (local) entry is displayed in preference.

CLIR feature
CLIR is an abbreviation for "Calling Line Identification Restriction". Before dialling a call number, you can decide from case to case if you wish to prevent your call number from being displayed to the called subscriber. To do this, select **Suppress number** (see also *"Selection" Menu in the Idle State* starting on page 31). If this feature is not provided, your call number will always or never be displayed, depending on the system setting. Consult your system administrator for more information.

Calls in the Call-waiting Queue

The system administrator can configure and activate a **Call queue** especially for your telephone in the OpenCom 100 system. While you are making a call, new calls will be put into the queue; these callers first hear an announcement (if the system administrator has preset an announcement) and then the ring tone. The number of calls permitted in the call-waiting queue is set by the system administrator during system configuration, 5 calls for example. When this number is reached, further callers hear the busy tone. The calls in the queue are put through in order of priority (baby calls, door calls, VIP calls, other internal and external calls), irrespective of the order in which they came in.

Calls that have been in the queue for too long are removed, and the callers then hear the busy tone. The period of time until a call is released is set by the network operator. In Germany this is usually two minutes and in other European countries usually three minutes.

Your telephone can have a call-waiting queue even if it belongs to a subscriber group; it also works in combination with call forwarding.

Please note: If call-waiting protection is activated on your telephone, you will hear the call-waiting tone every time a new call comes in. The display indicates if it is an internal or an external call. If call-waiting protection is deactivated and you end the call, the next waiting call will be signalled.

For more information please refer to the chapter entitled "Call Queue" in the "OpenCom 100 Mounting and Commissioning" user guide.

Menu Before and During a Connection

When the handset is in the idle or call state, state-dependent menus are displayed when you press the Menu softkey briefly. Frequently used features are displayed, which you can then activate.

Examples:

1. Another telephone in your pick-up group rings and you want to accept the call. Press the Menu softkey briefly, select **Pick-up** and confirm your choice with OK. You will be connected with the caller.

2. Or a subscriber is busy and you want to be called back. While you hear the busy signal, press the Menu softkey and confirm **Callback** with OK.

The state dependent menus are individually described at the end of the following chapters respectively.

"Selection" Menu in the Idle State

Please note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

Press the Menu softkey **briefly** (this is also possible when you have already pressed the receiver key), and then select …

Info: Via this menu entry you can reach the various lists (e.g. call list), as well as the view and edit the currently activated features (e.g. call protection, call forwarding).

If new e-mails, short messages or voicebox messages are available, then you will see the corresponding symbol in the top display line (see also *Symbols in the Display* starting on page 19).

Please note: In order to use the functionality of the Info menu, your communication system OpenCom 100 must have a software version of at least 5.22.

Unpark call: Consecutively unparks one or more connections which you have previously parked, for instance to make enquiries or to forward calls (see *"Calling …" Menu* starting on page 37).

Pick-up:* You pick up a call made to another telephone in your pick-up group.

Pick-up select.:* You can answer a call for any other telephone. To do this, enter the call number of the other telephone. If the other telephone is in the call state (e.g. an answering machine is making an announcement), you pick up the call. The user for whom you are picking up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Please note: If the called subscriber is a member of a user group for which pick-up protection is active, "Pick-up" and "Pick-up selective" are not possible.

Announcement:* Once you have entered the call number, you can initiate an announcement to another **system terminal** (or on a group of system terminals).

Charges: You see the charges for the last call and the total call charges for your telephone.

Door opener:* This activates the door opener.

Notes: Note down a call number and a name or select a noted call number.

Suppress number:* For the following (external or internal) call, your call number will not be presented to the called subscriber. This menu item is dependent on the system settings.

Transmit number:* For the following call, your call number will be presented to the called subscriber. This menu item is dependent on the system settings.

LCR off:* This switches the LCR function off. When configuring your user group the system administrator can determine that LCR should not be used. In this case this menu item will not be displayed.

VIP call:* Your next call will be treated as a VIP call. Even if the internal subscriber you are calling has activated call-waiting protection, call protection or call forwarding (on his system terminal), your call will still be acoustically signalled.

Main menu: The main menu will be displayed, see *"Main" Menu* starting on page 56. You can also open this menu with a **long** press on the Menu softkey.

Making External/Internal Calls

External Line Seizure (manually / automatically) and Entering Call Numbers

If you hear an external dialling tone when you press the receiver key, your telephone is set to **automatic** external line seizure. If you hear an internal dialling tone when you press the receiver key, your telephone is set to **manual** external line seizure. Which kind of external line seizure is applicable to you is preset by the system administrator when configuring your user group.

If your telephone is set to **manual** external line seizure, an internal line will first be seized. You can immediately dial an internal call number. For external calls you will have to enter the external line seizure digit (preset to "0") before dialling the call number. Your system administrator configures this code digit for all subscribers on the OpenCom 100 system and will inform you of the current code.

If your telephone is set to **automatic** external line seizure, an external line will be seized. You can immediately dial an external call number. To reach internal subscribers, press, before the internal call number, the star key twice ⊛⊛.

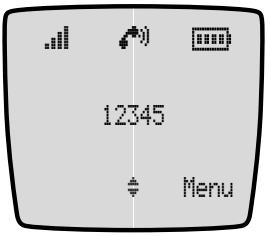
If you are dialling a call number for a enquiry call, or programming a destination call number, enter the call numbers in accordance with the type of external line seizure your telephone is set to.

Example:
You want to programme call forwarding.

- You can enter an **external** call number directly if the telephone is set to automatic line seizure. If it is set to manual line seizure, you will need to precede the external number with the external line seizure digit (preset: "0"). Exception: The destination of a "Call forwarding MSN" is always entered without a code digit.

- You can enter an **internal** call number directly if the telephone is set to manual line seizure. If it is set to automatic line seizure, press the star key twice ⊛⊛ before dialling the internal number.

Making a Call



Dialling:
Press the ✆ key and dial the call number.

Pre-dialling:
Enter the call number and only press the ✆ key once the call number is complete.

Entering and Editing the pre-dialling:

C	short press: delete individual numbers.
C	long press: delete the entire call number
▲▼	Move the cursor to the input position.

Making a Call from the Redial List

Selection:
Press the left softkey in the idle state. The last subscribers you called will appear (call number or name). Use the arrow keys to select an entry.

Dialling:
Press the key, the selected call number will be dialled.

Additional options:
Press OK to display a selection menu with the following options:

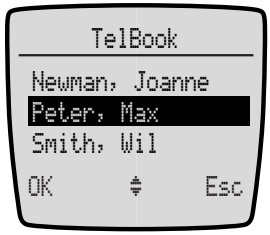
- **Dial**: Press OK. The call number will be dialled.
- **Delete**: The number will be deleted from the list.
- **Phone book**: You can add the number to the OpenCom 100 phone book (**New entry**) or to an existing entry (**Add**). See also: *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52.
- **Delete all**: Following a security prompt, you can delete the entire redial list.

Please note: If your internal call number (e.g. "30") has been configured on more than one terminal, you can display and edit the redial list for the call number 30 on any one of these terminals. If you, for example, delete the redial list on one of the terminals the list will also be deleted on the other terminals.

Making a Call from the Telephone Book

Selection:
In the idle state, press the arrow key

- upwards: You open the OpenCom 100 telephone book
- downwards: You open the local telephone book of your telephone.



Dialling from the OpenCom 100 telephone book
Enter the first letter/s of the desired name. Press the OK softkey. The first entry begins with the letter you specified. Use the arrow keys to select an entry.

Press , the selected number will be dialled.

Alternative: Press the OK softkey. Now you can select one of the call numbers stored in this entry (**Office**, **Mobile** and **Private**). Press OK again to see a list enabling you to dial the call number of the selected phone book entry or to view more detailed information on the entry.

Dialling from the local telephone book
Enter the first letter/s of the desired name. The first entry begins with the letter you specified. Use the arrow keys to select an entry.

Press , the selected number will be dialled.

Alternative: Press the Options softkey. You can now enter or delete this telephone book entry, add a new entry or delete all entries.

Please note: A detailed description of the topic can be found in the chapter *Making Calls from the Telephone Book* starting on page 50.

Making a Call from the Call List

Your handset saves in the call list the call numbers of the subscribers that did not reach you (Missed calls) or with whom you last spoke (Accepted calls). If the system administrator has configured a voicebox for you, the list also indicates the messages left by callers.

If a caller has called more than once, their calls are grouped in a single entry. If a caller has suppressed display of their call number, the call will still appear in the call list. In the case of several calls with unknown call numbers, they are then grouped together in a single entry.

Entries in the "Missed calls" list are deleted from that list if the caller has subsequently been able to contact you.

If a caller is stored in your telephone book, the name will be displayed.

Selection:
In the idle state, press the Menu softkey **briefly** and select the Info entry.

Select **Missed calls** or **Voicebox mess.**.
(To open the list of the accepted calls use the "Calls" menu; please refer to the section entitled "Accepted calls" on page 57.)

Select an entry with the arrow keys.

Dialling:
Press the ⌒ key, the selected call number will be dialled. If you have selected a voicebox message, your voicebox is called and you can listen to the message.

Voicebox Queries

There are various ways of listening to the messages in your voicebox:

- via OpenVoice (from a telephone that has not been assigned the call number of your voicebox)
- by calling the voicebox directly (from a telephone whose call number is assigned to your voicebox)
- by means of the additional menu **Voicebox** in the Main menu (see *"Voicebox" Menu* on page 70).

Please note: For detailed information on the utilisation and operation of the OpenVoice, please refer to the add-on guide "OpenVoice 200 – The Voicemail System in the OpenCom 100 Communications System".

Ending a Call

Press ⌒ to end a call.

If the subscriber you are speaking to ends the call, the busy tone for your telephone is switched off after a few seconds and you are again reachable. This also applies if you were connected using your headset. The time before the busy tone is switched off in hands-free mode is configured by the system administrator. All other connections are ended after 20 seconds when the receiver is not replaced.

Using Routes to Make Calls

(routing code, tel. no.)

Enquiry calls:
(routing code, tel. no.)

The OpenCom 100 establishes calls to the desired subscribers either automatically or via specific routes. Your system administrator configures these routes in the OpenCom 100 and specifies how each route is seized. In order to manually seize a specific route for a call, dial the routing code before dialling the (internal or external) call number. By making calls via specific routes, you can, for example, contact subscribers in the branches of a large company network. It is also possible to use a manually entered routing

code to record your call-charge data for external private and business calls separately.

For information on the current routes and their codes, please contact your system administrator.

"Calling ..." Menu

Please note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

During a call, press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: You switch hands free on or off.

Disconnect: The call will be disconnected.

Phone book: You can add the other party's call number to the OpenCom 100 telephone book as a new entry (**New entry**) or you can add it to an existing entry (**Add**). See also: *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call:* You can park (one or more) callers and make other calls, or hang up and engage in other activities. Parked calls are recorded in a list. You can remove the calls from the list in whichever order you wish, enabling you to "unpark" specific calls as required. Until their call is "unparked", the caller will hear wait music (Music on Hold); provided wait music has been configured. If you do not "unpark" the caller after a certain amount of time, you will receive an automatic recall when your telephone becomes available. This automatically "unparks" the caller. If, however, you are still making another call, the caller will hear the busy tone and will be "unparked". Authorisation for parking connections and the period of time after which there is a recall is defined by the system administrator during the configuration of the system.

Booking number:* By means of a booking number you can record the call data of a connection to an external subscriber and save them in the OpenCom 100 for further analysis. Booking numbers are useful, for example, for calculating costs per client (fees and times) in an office. Select the menu item. Under **No.** enter the booking number (8 digits maximum) and confirm your entry with the OK softkey.

Incoming calls can also be associated with a booking number. To do so, simply press the Menu softkey after you have accepted the call. Enter the appropriate number under **Booking number**.

Notes on booking numbers

- The system administrator defines the length of the entered booking number when he configures the system.

- Entering a booking number during a call is possible only if the system administrator has activated this function for your user group. Only then will the **Booking number** menu item be displayed.

- For external connections established by you it is important how the route that you are using for the connection has been configured by the system administrator. Among other things, the system administrator specifies whether a booking number is entered via the menu during the call. He can, however, also specify that booking numbers must be entered with a code procedure. In that case the booking number must be entered before the call is initiated and the connection is established. It is entered after the routing code and before the actual destination call number.

- Calls made with booking numbers can be analysed with the OpenCom 100 **OpenCount** web application.

Pick-up:* You pick up a call made to another telephone in your pick-up group. Your first call is put on hold. "Pick-up" is not possible if there are already two active calls.

Pick-up select.::* You can pick up a call to any other telephone. Enter the call number of the other telephone. If the other telephone is in the call state (e.g. an answering machine is making an announcement), you pick up the call. "Pick-up selective" is not possible if there are already two active calls. The user for whom you are picking up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Please note: If the called subscriber is a member of a user group for which pick-up protection is active, "Pick-up" and "Pick-up selective" are not possible.

Intercept:* The call numbers of "malicious callers" can be saved in your network operator's exchange (if this service is enabled). This function is also possible if the caller has already hung up!

Door opener:* This activates the door opener.

"Busy" Menu

Please note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have called a busy subscriber. Press the Menu softkey **briefly** and then select …

Disconnect: The call will be disconnected.

Callback:* You leave your callback request with a busy subscriber (not possible for hunt group numbers).

Pick-up select.:* You can pick up a call to any other telephone. Enter the call number of the other telephone. If the other telephone is in the call state (e.g. an answering machine is making an announcement), you pick up the call. The user for whom you are picking up the call must belong to a user group for which "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Please note: If the called subscriber is a member of a user group for which pick-up protection is active, then "Pick-up selective" is not possible.

VIP call:* Even if the internal subscriber you have called has activated call protection, your call will be signalled on his phone. If the subscriber has activated call-waiting protection, your VIP call will be signalled with a call-waiting tone.

Door opener:* This activates the door opener.

Menu During a Call

You have dialled a call number and the called subscriber has not yet accepted the call.

Press the Menu softkey **briefly** and then select …

Disconnect: The call will be disconnected.

Door opener: This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation).

Accepting Calls

Normal Call

When you receive a call, the caller's call number will be displayed (if transmitted).
If this call number is listed in the telephone book of the OpenCom 100, you will see the name of the caller instead. In addition, you will see whether the caller's call number is the office, the mobile or the private number of a phone book entry (indicated by **O:**, **M:** or **P:**).

You will find further information on the telephone book of the OpenCom 100 and the local telephone book in the chapter *Making Calls from the Telephone Book* starting on page 50.

To accept the call, press ⌒ or take the handset out of the charging station (if "Auto Answer" is activated; see page 66).

Menu opens the "Call" menu (see page 41).

Call for a virtual call number (tele secretary)
In the OpenCom 100, call numbers can be configured to which no telephone and no user are assigned (virtual call numbers). The system administrator can forward a virtual call number to another internal call number, the call number of your telephone for example. Such a forwarded call is signalled as a normal call on your telephone.

VIP Calls

These calls from authorised subscribers are signalled even when call protection or call-waiting protection been activated and with call forwarding.

You hear a discreet ring tone and the display shows the **VIP call** entry with the caller's call number. If the call number is in the telephone book directory, you will see the entered name.

Press ⌒ to accept the call.

Calls During a Conversation

External and/or internal calls during a conversation are signalled by a notification tone and visually in the display.

Press ⓡ (**long** key press) to place the current call on hold and accept the waiting call.

Press ⌒ to end the current call. The waiting call will now be signalled as a normal call.

Press Menu to access the "Call Waiting" menu (see page 41).

"Call" Menu

You receive an incoming call in the idle state. Press the Menu softkey **briefly** and then select …

Reject call: You reject the waiting call by pressing the OK softkey. The caller hears the busy tone.

Deflect call: You do not accept the call yourself, but deflect it to another subscriber. Enter the destination call number and confirm this with OK. You can only use the "Deflect call" function if your user group is authorised to forward calls to internal and/or external destinations.

Door opener: This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

"Call-Waiting" Menu

You receive an incoming call in the call state. Press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: You switch hands free on or off.

Disconnect: You disconnect the current call and accept the waiting call.

Phone book: You can add the first party's call number to the OpenCom 100 telephone book as a new entry (**New entry**) or you can add it to an existing entry (**Add**). See also: *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call:* You park the first call. Then press the ⌒ key to enable your phone to accept new calls. The waiting call will then be signalled

like a normal call. Press the ↩ key, you are now connected with the waiting subscriber. After you have finished this call you can "unpark" the parked call by briefly pressing the Menu softkey.

Reject: You reject the waiting call by pressing the OK softkey. The caller hears the busy tone.

Accept: You accept the waiting call by pressing the OK softkey. The current call is held.

Deflect: You do not accept the call yourself, but deflect it to another subscriber. Enter the destination call number and confirm this with OK. You can only use the "Deflect call" function if your user group is authorised to forward calls to internal and/or external destinations.

Door opener: This function activates the door opener. (This menu item is only displayed if you have been given the corresponding user authorisation.)

Enquiry, Toggling, Transfer and Conference

Enquiry/Toggling by Means of the R-Key

During a connection you can consult another subscriber.

During the call, press the #R key (**long** key press). The first call is put on hold.

Now dial the other internal or external call number (for manually-seized external lines with the external line seizure code digit (e.g. 0) see page 32).

The subscriber in enquiry is displayed in the upper display line (R:). Name (if available in the telephone book) and call number of the current subscriber with whom you are speaking are displayed in the following two lines.

Press the #R key again (**long** key press) to return to the first call. Press #R repeatedly to toggle between the two calls (toggling).

To end the enquiry/toggling press the Menu softkey and select the **Disconnect** menu item. If you long press the # key again, you are reconnected to the subscriber on hold.

Pressing ↩ transfers your first call to the subscriber you consulted.

Transferring an Internal/ External Call to an Internal Subscriber

You have dialled an internal consultation call (see *Enquiry/Toggling by Means of the R-Key* starting on page 42).

If the called subscriber accepts the call, announce the call transfer and press ↩.

Or if you do not wish to wait for the called subscriber to answer: Press the ↩ key; the other subscriber will be called.

If the called subscriber accepts the call, he/she will be connected to the waiting call. If the call is not accepted within a certain period of time (by default 45 seconds), you get an recall and after pressing ↩ you are connected to the original subscriber.
The period of time after which a recall is made can be changed by your system administrator in the OpenCom 100 and you can ask them for the current time value.

If the system administrator has set the feature **Music on hold upon transfer on calling** in the configurator, then the caller hears "Music on Hold" while the call is being signalled at the other subscriber. This setting also specifies whether the caller hears "Music on Hold" on a recall, or whether they hear the ringing tone or busy tone.

If the called subscriber is busy, press the Menu softkey and confirm **Disconnect** with OK. Then enter another internal call number to transfer the call or press the # key to be connected to the caller again.

Transferring an External Call to an External Subscriber

External calls can only be transferred to an external subscriber via the "Subscriber on hold" menu.

You have dialled an external number for a consultation call (see *Enquiry/ Toggling by Means of the R-Key* starting on page 42); the original (external) caller is kept on hold.

Press the Menu softkey **briefly** and confirm the **Transfer** with OK.

Depending on your communications system's settings, the external calls will be joined together in your communications system or the exchange of the network operator.

Please note: If you connect two directly dialled calls, the charges will be billed to your own account. You will also have no control over the duration of the transferred call.

"Subscriber on Hold" Menu

Please note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have put a call on hold and are making a consultation call.

Press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: You switch hands free on or off.

Disconnect: You disconnect the current call and return to dialling mode. Enter a new call number for a further enquiry or press the #R key. You will be connected with the subscriber on hold.

Phone book: You can add the call number of the current subscriber to the OpenCom 100 telephone book as a new entry (**New entry**) or you can add it to an existing entry (**Add**). See also: *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call:* You can "park" the current call (see also *"Calling …" Menu* starting on page 37).

Booking number:* By means of a booking number you can record the call data of a connection to an external subscriber and save them in the OpenCom 100 for further analysis. (see also *"Calling …" Menu* starting on page 37).

Call Diversion: You put your current caller on hold and then call another subscriber with whom you wish to connect your current caller. Enter the call number of the subscriber, to whom you wish to transfer the call, announce the call and press the ⌒ key. The call has now been transferred. After transfer, you are reconnected with the caller you originally put on hold.

Transfer:* You connect the subscriber on hold with the current subscriber.

Conference:* You initiate a three-party conference.

Toggle: You toggle (i.e. switch) between the current and previous subscriber.

Door opener:* This activates the door opener.

Internal/External 3-Party Conference

You have dialled an internal or external enquiry call (see the section entitled *Enquiry/Toggling by Means of the R-Key* starting on page 42).

If the subscriber accepts the call, announce the conference and select **Conference** from the "Subscriber on hold" menu. This initiates the conference.

Press the ⌒ key to end the conference.

Please note: You can connect the two conference participants with each other or disconnect a specific participant only by selecting the corresponding item from the "Conference" menu.

If during the conference you want to talk to the conference participants separately again or disconnect them individually, select the "Conference" menu. Then select …

- **Disconnect** menu item to disconnect a specific subscriber from the conference and continue the call with the other participant.
- **Toggle** to end the conference. Both connections are held and you can toggle between the subscribers using the (#R) key.

End the conference by hanging up or by selecting the **End conference** menu item.

"Conference" Menu

Please note: Menu items marked with an * are only displayed if the corresponding user authorisation has been set in the Configurator.

You have initiated a 3-party conference. Press the Menu softkey **briefly** and then select …

Hands-free on or **Hands-free off**: You switch hands free on or off.

Disconnect (e.g. **034565483**): You disconnect the subscriber with the call number 034565483 from the conference (in this example an external subscriber).

Disconnect (e.g. **12**): You disconnect the subscriber with the call number 12 from the conference (in this example an internal subscriber).

Phone book: You can add the caller's call number to the OpenCom 100 telephone book as a new entry (**New entry**) or you can add it to an existing entry (**Add**). See also: *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52.

Park call:* You park the consultation call that you made before initiating the conference (see also *"Calling …"*

Menu starting on page 37); this ends the conference.

Booking number:* If you have called an external subscriber and included him/her in the conference, you can record the call data of this connection and associate them with a booking number (see also *"Calling . . ." Menu* starting on page 37).

Transfer:* You disconnect yourself from the conference. The other subscribers remain connected.

End conference: You end the conference.

Toggle: You terminate the conference and can now toggle between the subscribers.

Door opener:* This activates the door opener.

Special Calls/Conversations

Manual Emergency Call (SOS Call)

With this handset, emergency calls can be triggered to an emergency call number. You can enter the emergency call number in the "Phone settings: Telephone Option: Emergency Opt." menu (see page 65).

An emergency call will be signalled for two minutes at the remote end. The emergency call is made in hands-free mode; hands-free mode remains switched on even once the remote end accepts. If the remote end is busy then another emergency call is made once the device (after approximately two minutes) returns to the idle state.

Triggering an Emergency Call
To trigger a manual emergency call, long press the SOS key. The SOS key is located on the left hand side of the handset (see *Displays, Keys and Symbols* on page 18).
You hear a confirmation tone.

Please note: The SOS key can only be operated in the idle state. The SOS key is also active when the keypad lock has been activated (see page 67).

Deactivating an Emergency Call
To cancel an unintentional activated emergency call, press the receiver key .

Automatic Emergency Call (Mandown Call)

The handset can trigger an automatic emergency call ("Man Down Call"). Prerequisite is that you have programmed an emergency call number (see page 65) and the function "Man Down Call" is on (see page 65).

When the function "Man Down Call" is activated then an integrated mercury-free position sensor continually determines the inclination angle of the handset. Normally the handset is carried almost vertically, for instance using the belt clip directly fastened to the body. The position measurement occurs every five seconds and checks whether the device is still in the vertical position. If the device is more than 60 degrees away from the vertical position, then at the latest after ten seconds an alarm is triggered.

If the function "Silent Alarm" is switched on (see page 65) then the programmed emergency call number is immediately dialled. If the function "Silent Alarm" is switched off then a warning tone is sounded for 30 seconds. If the warning tone is not switched off then after the expiry of this time limit the emergency call number is dialled. To switch off the warning tone (and with it the deactivation of the mandown call) press the softkey Esc.

Please note: A change in the position of the handset is not sufficient to deactivate the mandown call. The position alarm is only triggered if the device is switched on and in the idle state (that is, for example, not while scrolling through the menus).

Accepting an Appointment Call

You can save appointments with the **Appointments** menu item in the **Messages** menu (see *"Phone settings" Menu* starting on page 62).

At the appropriate time, the appointment number appears in the display and (if entered) the appointment reason.

To view the appointment message press the Menu softkey and confirm the appointment call with OK.

If you are in conversation during an appointment call, you will hear a special tone and the display indicates the appointment number.

Baby Call

You can save an internal or external call number in the menu item **Baby call** of the "Protection" menu (see *"Protection" Menu* starting on page 67). If the "Baby call" function has been activated and you press the ✆ key in the idle state, this pro-

grammed call number is dialled when a specified period (preset five seconds) has expired. If you begin dialling a call number within the specified period, the baby call is without function.

The time period is set to value between 0 and 20 seconds in the OpenCom 100. It applies for all subscribers. Ask your system administrator for the current value.

Doorbell, Door Opener

A doorbell is indicated in the display.

... opening the door in the idle state
Press the ✆ key.

To open the door, select the **Door opener** menu item in the displayed menu.

… opening the door during a call
If the doorbell signal during a call, you will hear a discreet tone (call-waiting tone).

To open the door, select the **Door opener** menu item in the displayed menu.

Please note: The **Door opener** menu item is not dependent on an entrance intercom call. The door opener function controls a relay contact in your system which can also be connected to other devices. Consult your system administrator for further details.

Entrance Intercom Calls

Calling the entrance intercom
If your system is connected to an entrance intercom, you can use it as follows to speak with visitors:

✆ * 1 0 1

Enquiry call:

[ ] # R * 1 0 1

If you are operating a "Doorline" entrance intercom, use the following code procedure:

✆ * 1 0 2 ABC

Enquiry call:

[ ] # R * 1 0 2 ABC

Door call in the idle state
Press the ✆ key. You can speak with the visitor.

Door call during a call
If the doorbell signal is triggered during a call, you hear a call-waiting tone. Proceed as described in the section entitled *Calls During a Conversation* starting on page 41.

Door call forwarding
You can forward a call signalled from the doorbell to another (internal or external) call number, a so-called

"pharmacy line".
This is done by means of the following code-number procedure (or via the **Call forwarding** menu; see *"Call forwarding" Menu* starting on page 58):

On: ✆ ✱ 1 5 1 ✱ (external line seizure code digit, e.g. 0)

(Destination call no.) #

Off: ✆ # 1 5 1 #

Several doorbells can be configured in the OpenCom 100. You can forward these doorbells using the corresponding code number procedure. For example, dial the code number 1 5 3 to forward calls to doorbell 3 or to switch off call forwarding for doorbell 3.

How many doorbells are available and with which code number procedure these can be forwarded depends on the entrance intercom type that has been connected. Ask your system administrator which code number procedure you should use.

Call duration
All door calls are automatically terminated after a specific period has expired (presetting is 60 seconds). This ensures that forwarded door calls do not unintentionally lead to continuous calls (e.g. to a mailbox).

Your system administrator can configure in the OpenCom 100 a period between 30 and 300 seconds and will be able to tell you the current value.

Announcements

Announcements can only be made to system terminals (corded and cordless system telephones of type OpenPhone).

… making an announcement
Press the Menu softkey **briefly** and select the **Announcement** menu item. Enter the call number under **To:**.

The called subscriber hears a special information tone followed by your announcement. If you make an announcement to a group of system terminals (e.g. to a hunt group number on which calls are signalled simultaneously), all called subscribers hear the announcement at the same time. You hear a signal tone via your telephone when the (announcement) connection has been made to all called subscribers. If one of these subscribers replies to the announcement (by accepting the call), the announcement call to the other system terminals is terminated.

If the called subscriber is a member of a user group for which **Intercom protection** is active, no announce-

ments are made to that subscriber's call number.

… responding to an announcement
If you receive an announcement yourself, you will hear a special information tone. The display indicates **Announcement** and the caller's name.

To accept the announcement press the ⌒ key. Or you press the softkey Menu **briefly**, select the menu item **Accept** and accept the announcement with OK.

To reject, **briefly** press the Menu softkey. Select **Reject** and confirm with OK. The subscriber making the announcement then hears the busy tone.

Answering a Callback

If you call another subscriber in your OpenCom 100 communications system and the line is busy, you can request an automatic callback using the corresponding menu item.

Briefly press the Menu softkey. Select **Callback** and confirm with OK.

A callback is carried out when the other subscriber is available again. Your telephone will then ring.

Press ⌒ and the other subscriber will be called.

Making Calls from the Telephone Book

The OpenCom 100 Telephone Book

Approximately 2,000 entries can be saved in the telephone book of your communications system.

This number includes the centrally administered telephone book, the personal entries of all subscribers, and, provided you are using the multi-company variant of the OpenCom 100, the entries in the companies' telephone books.

How many entries you can save in your personal telephone book is determined by your system administrator when configuring the OpenCom 100. The personal entries are automatically sorted into the comprehensive register, but can only be viewed on your telephone and can only be viewed by you. (How-

ever, the system administrator or a person with the corresponding authorisation can delete your telephone book completely).

Please note: The OpenCom 100 phone book can also be edited from the Web console, provided the system administrator has authorised you to do so. Consult with the system administrator regarding authorisation.

For instructions on managing the telephone book, refer to the section entitled *"Phone book" Menu* starting on page 69.

"Phone book" Menu

In the idle state **briefly** press the upper arrow key ⓘ and then select …

Look up name: Enter the initial character(s) of the desired name (see *Number Keys* starting on page 24). Press the OK softkey. You will see the first telephone book entry beginning with the characters you entered. If you do not enter any characters and press OK, the list will begin with the first entry.

Using the arrow keys ⓘ, you can scroll to the desired name.

Press the ✆ key to call the subscriber. If there is more than one call number under the selected name (e.g. an office number and a private number), the default number will be dialled.

If you press the OK softkey, you can select one of the call numbers in the phone book entry (**Office**, **Mobile** or **Private**) before establishing the connection. After confirming with OK you can **Dial** the call number or view the call number and speed-dialling number (the latter only in the central phone book) with **Info**.

New preset: Here you can enter into a list a letter or name. This entry will then appear in the display as a menu item when you open the telephone book. This allows you to go to a specific section of the telephone book (e.g. to the entries of a particular company) to search for and select a particular name there. You can enter up to six search terms.

Delete preset: Here you can, if required, delete programmed search terms.

Please note: By default, the "Phone book" menu appears in the abbreviated form without the **Look up name** and **New preset** entries. If required, the system administrator can use the Configurator in the Web console to activate these additional entries for your user group.

If the entries **Look up name** and **New preset** are not displayed, you

are viewing the abbreviated form of the menu for making selections from the telephone book.
Enter the initial letters of the desired entry in the **Name:** field and, if necessary, scroll through the list using the arrow keys ⌃⌄.

Speed-Dialling

All central telephone book entries can also be selected by two-digit or three-digit speed-dialling numbers once they have been configured. The two-digit speed-dialling numbers are in the range 00…99, the three-digit are in the range 000…999. Ask your system administrator how many digits are valid.

Selecting a speed-dialling destination

✆ ✱ 7pqrs (SD no.)

alternatively:

✆ ✱ 7pqrs ✱ (SD no.) #

Please note: If you have the telephone book open, instead of keying in the name (see *"Calls" Menu* starting on page 57 the paragraph commencing "Look up Name" on page 51), you can also press the ✱ key and enter the speed-dialling number to find the name entry.

Add Call Numbers to Phone Book from Lists or During a Call

You can add call numbers saved in your caller list or your redial list to a phone book (see *"Calls" Menu* starting on page 57 and *Making a Call from the Redial List* starting on page 34). You can also add the other party's call number to the phone book during a call.

Select the **Phone Book** menu item.

- **New entry**: You can add the call number to a phone book.
- **Add**: You can add the call number to an existing phone book entry.

Add call number as new phone book entry
Select **New entry** and press OK.

Personal, **Central**, **Company**:
You can add the entry to your personal phone book. If your system administrator has authorised you (or the user group you are part of) accordingly, you can also edit the central phone book and your company's phone book. Select the desired phone book and press OK.

Office, **Mobile**, **Private**:
Define the kind of call number the list entry should be saved as. Confirm your selection with OK.

Enter **Name** and **First name**.
Confirm each entry with OK.

You can add to the phone book entry by entering further call numbers.

If you add the entry to the central phone book, you can assign a speed-dialling number. Select **Abbrev. no.** The system will offer a speed-dialling number. You can accept this number or enter another one which is not in use. Confirm with OK.

For each call number of the entry you can determine whether your own call number is to be suppressed whenever you dial this call number from the phone book. If you want your call number to be displayed, confirm **Transmit number** with OK; if not, use the arrow keys to scroll down to **Suppress number** and confirm with OK.

Then select the default number (**Default office**, **Default mobile** or **Default private**) and confirm with OK. The default number is the call number that is used if you do not select any other call number before establishing the connection.

Press OK to save the entry.

Add call number to a phone book entry
Select **Add** and press OK.

Personal, **Central**, **Company**:
You can add the entry to your personal phone book. If your system administrator has authorised you (or the user group you are part of) accordingly, you can also edit the central phone book and your company's phone book. Select the desired phone book and press OK.

In the relevant phone book, select the entry you would like to add a number to (please also refer to the explanations under "Look up name" in the section entitled *"Phone book" Menu* starting on page 51).

Office, **Mobile**, **Private**:
Define the kind of call number the list entry should be saved as. Confirm with OK.

Please note: If you want to edit phone book entries (to change the name and call number, for example), use the "Phone book" menu (see also *"Phone book" Menu* starting on page 69).

The Local Phone Book of Your OpenPhone 28

In addition to the telephone book of your OpenCom 100 communications system, your OpenPhone 28 also has a local telephone book. In this telephone book up to 100 personal entries can be saved. This telephone book is saved on the MEM card.

In the idle state **briefly** press the lower arrow key ⌄.

Search: Entering a single letter will take you to the entries beginning with this letter. If necessary, use the arrow keys to select the desired name.

Then press …

- the receiver key ⌒ to dial.
- the Options softkey to display the local telephone book menu.

The local telephone book's menu
New: You create a new entry. Enter the call number and then the name. Confirm with OK.

Edit: You edit the selected entry. Save your changes with OK.

Delete: You delete the selected entry (without a security prompt).

Delete All: Delete all entries of the local telephone book after security prompt.

Quick Call: You can allocate the selected entry in the local telephone book a speed-dialling number (1…9). The speed-dialling number programmed is displayed to the left of the telephone book entry.

When the OpenPhone 28 is in the idle state, you can press and hold the speed-dialling number (key 1 … key 9) to view the associated entry in the local telephone book. This copies the number to the pre-dial where you can then dial it by pressing ⌒.

Features and Menus

How to Set Features

There are different ways to set the features of your telephone and the system:

Using Menus

Activate the menus with the corresponding softkey as described under *Displays, Keys and Symbols* starting on page 18 and make the appropriate setting.

Please note: Press the softkey Menu longer than you would when telephoning. Only then will the main menu appear in the display.

Use the arrow keys and the OK softkey to select items.

Using the Star and Hash Keys

Many features can be set by entering code digits. The code digits entry is done using the * and # keys combined with a specific string of code digits.

Code digit entry is intended primarily for analogue telephones in your system. The code digits can also be used on your system telephone and are described in the "OpenCom 100 – Operation on Standard Terminals User Guide" (this is supplied with the system). You can view the up-to-date online summary via the **Codes** item in the **System Info** menu of your communications system's Web console.

The Menus

Please note: Some menu points are only displayed on your telephone if you belong to a user group that is authorised to use the corresponding feature. If you are unable to use a particular feature or have any questions, consult your system administrator.

"Main" Menu

This menu contains all available features. Some of the menu items can also be found concurrently in other menus. For example (if configured accordingly), incoming e-mails are located under **Messages** in the main menu and can at the same time be accessed via the **Info** menu (in idle state press the Menu softkey briefly and confirm the first menu item **Info** with OK).

Press and **hold** the Menu softkey or, if the telephone is idle, press (but do not hold) the Menu softkey and select the menu item **Main menu**. This displays the primary groups of menus …

Calls: This contains the most important features relevant to a call.

Call forwarding: This menu group contains all types of call forwarding that you can programme on your telephone. Further, the system administrator can programme call forwarding where the call number of the caller is analysed ("SCF: Selective Call Forwarding"). Potentially this could be the reason why specific calls do not reach you. If you have any questions concerning this functionality, please consult your system administrator.

Messages: This menu group provides information about short messages and e-mails that you have received and sent. You can also configure appointments and activate pre-defined messages ("Messenger" function).

Phone settings: In this menu group you can configure your telephone to meet your personal requirements (e.g. volume, ringer settings, key lock and display language).

Protection: Among other things, you can activate the call protection or telephone lock.

Connections: This menu group provides you with all the features that can affect a call. Depending on the particular state, these features are also displayed in the menus that you can call up during a connection.

Phone book: You can edit the system telephone books in this menu group.

Voicebox: If the system administrator has configured a voicebox for you, this menu will be available on your system telephone. Use this menu to listen to and to configure your voice box.

Central settings: Here you can make system settings. This is an optional menu item, it is only available if your system administrator has configured the appropriate authorisation for your user group.

"Calls" Menu

Select **Call lists** and then select …

- **Missed calls**: You see the call numbers of the callers who last tried to reach you. Which calls are recorded in your call lists is determined by the authorisation of your user group. In the process of configuring your user group, the system administrator will define whether or not internal calls, external calls, calls when busy and calls from the door are entered into your call lists. If a caller is listed in the system's telephone book, the caller's name is displayed instead of the call number. A call when busy is marked with a handset symbol. A door call will – depending on the type of door intercom – either will displayed with its call number or name of the door bell. If he called several times, his calls are grouped together in a single entry. If a caller has suppressed display of the call number with CLIR, the call will still appear in the call list. In the case of several calls with unknown call numbers, they are grouped together in a single entry. Select an entry and then one of the following options.

  – **Dial**: Call the caller back.

  – **Delete**: The entry is deleted. (An entry will be automatically deleted after you called back the caller).

  – **Phone book**: You add the call number of the caller to one of the telephone books (see also *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52).

  – **Info**: You are shown the call number or name of the caller, the number of calls and time of the last call.

  – **Delete all**: You delete all entries from the call list.

Please note: If your internal call number (e.g. "30") is installed on several terminals, you can view and edit the call list for the call number 30 on each of these terminals. For example, if you delete the call list from one terminal, it will be deleted from all others as well.

- **Accepted calls**: You see the call numbers of the callers with whom you last spoke. You can edit this list in the same way as the "missed calls list" (see previous section).

- **Voicebox mess.**: You see the list of messages received. Each message is identified by the caller's call number or, if stored in your telephone book, by the caller's

name. Messages that have not been yet been played back are marked with a "+"; messages that have been played back are marked with a "-". Select a message and then one of the following options.

– **Play**: Listen to the message the caller recorded. You can also use the number keys **4** (rewind), **5** (pause) and **6** (fast forward) to control message playback.

– **Dial**: Call the caller back.

– **Delete**: The message will be deleted.

– **Phone book**: You add the caller's call number to a telephone book (see also *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52).

– **Forward**: Forward the message to a voicebox of another OpenCom 100 user, with or without a comment. Under **To:**, enter the call number of the other voicebox. End recording a comment with the ⌒ key.

– **Info**: View the call number or user name of the caller, as well as the date and time of the selected message.

– **Delete all**: You delete all messages stored in your voicebox.

Charges: You see the amount charged for the last call and the total charges for your device.

Remote charges: You can read out the charges of other users of the OpenCom 100, provided your system administrator has given you "Costs" authorisation. Enter the internal call number of the other user.

Hunt group: If your telephone belongs to one or more hunt groups, a selection list of corresponding hunt groups will be displayed. You can switch hunt group calls to your telephone on or off using **On** / **Off** (for individual hunt group numbers or all if you are a member of several hunt groups). A "+" indicates that the hunt group number it precedes is switched on; a "-" indicates that the hunt group number is switched off.

Please note: If you are the last reachable member of the hunt group and you log out then any further callers will hear a busy signal.

"Call forwarding" Menu

Notes on call forwarding
You can forward internal or external calls intended for yourself (with the exception of hunt group calls) to another internal call number or, provided that you have the necessary user group authorisation, to another external call number. Calls can be forwarded either immediately, after

a specified period of time (delay) or if the line is busy. You can configure more than one call forwarding mode at the same time (**Immediately**, **After delay** or **Busy**). You can, for example, configure call forwarding **Immediately** for external calls to one number, and call forwarding **After delay** for internal calls to a different number. When configuring the system, the system administrator specifies in seconds the period of time after which a call is forwarded in the **After delay** forwarding mode. If more than one forwarding mode has been activated, **Immediately** is given priority.

If **OpenVoice**, the integrated voicemail system of the OpenCom 100, is installed, you can also forward your calls to the call number of your voicebox.

Least Cost Routing (LCR) can be evaluated with call forwarding to external call numbers, provided your system administrator has configured LCR and its application in the OpenCom 100 correspondingly. Ask your administrator for the configuration that applies to you.

The OpenCom 100 may be configured with call numbers that are not associated with a phone or a user (virtual call numbers). Neither internal nor external call numbers can be forwarded to a virtual call number; the OpenCom 100 will not execute this type of double forwarding.

Programming call forwarding
Select **Call forwarding** and then select …

Call diversion: Select **Immediately**, **After delay** or **Busy** for the forwarding mode. Then key in the call forwarding **Dest.** (for entering the call number see also *Making External/Internal Calls* starting on page 32). Then select whether internal calls, external calls or all calls should be forwarded to the destination number. Activate call forwarding with **On**. Active call forwarding is indicated by a "+" sign, this is followed by the call forwarding destination.

Please note: All calls for the call numbers of your device are forwarded (exception: hunt group numbers). If a call number is available (that is, also on another device) more than once, then calls to other devices will also be forwarded. You can activate all three types of forwarding simultaneously, in which case the call forwarding **Immediately** has priority.

Divert MSN: With "Divert MSN" (MSN = Call number on a multi-terminal access) it is possible for each MSN to forward incoming **external** calls to **external destinations**. Several MSNs can be grouped together (this is configured by the system administrator) and forwarded to a common destination call number.

The display indicates a list of the configured MSNs and MSN groups. Select an entry. Then select **Immediately**, **After delay** or **Busy** for the forwarding mode. Then key in the external destination number and activate the function. Active call forwarding is indicated by a "+". This is followed by the call forwarding destination. A "?" preceding the entry, **? MSN Group 1** for example, means that call forwarding is active for some MSNs or that there are various call forwards activated for this group.

Please note: For the "Divert MSN" call forwarding, the (external) destination call number is always entered without the trunk line seizure code digit. If "Divert MSN" is executed in the exchange (= external call forwarding, configured by the system administrator), it can take a few seconds after configuration for call forwarding to be activated in the exchange. All external calls to the MSN are forwarded. You can activate all three types of forwarding simultaneously, in which case the call forwarding **Immediately** has priority.

Divert door: Here you can programme a "Call forwarding immediately" for door calls. If several door bells are configured on the communications system, first select the door bell whose calls are to be diverted. How many door bells are available and with which names they are listed in the menu, depends on the type of entrance intercom. Consult your system administrator if you have questions concerning the configuration of the door bells. Then key in the call forwarding **Dest.** (for entering the call number see also the chapter entitled *Making External/Internal Calls* starting on page 32). Activate call forwarding with **On**. Active call forwarding is indicated by a "+", this is followed by the call forwarding destination.

Remote divert: This function allows you to programme call forwarding for other OpenCom 100 users. In order to do so, "Call forwarding for other user" authorisation is required, otherwise this menu item will not be displayed. Also, you can programme call forwarding only for those users whose terminal has not been blocked for this type of access (these users will have the authorisation "Prevent call forwarding by other user").

Enter the internal call number for which you want calls to be forwarded. The rest of the procedure is identical with the one for configuring call forwarding for your own telephone (see page 59).

Follow me: This call forwarding forwards calls from another device (source) to your telephone. You must know the device PIN of the other terminal. If "Follow me" is active, all calls to the call numbers of the other

device are forwarded **Immediately** to your telephone (with the exception of hunt group numbers).

As the **Source**, enter the internal call number from which the calls should be forwarded. Then enter the **PIN** of the source. Activate the follow me function with **On** option. The call forwarding "Follow me" can be switched off with the option **Off** at either your own telephone or at the other terminal. Alternatively, on the other terminal, you can deactivate "Divert call immediately".

"Messages" Menu

Select **Messages** and then select …

Short messages: Short messages can be exchanged between users with system terminals. The arrival of a message is indicated by a flashing ✉ symbol in the display.

- **Received mail**: A list of senders of messages is displayed. Use the arrow keys to scroll in the display functions.

  – **Show**: Select an entry and press OK. You see the "Subject" text of the message, the sender and the date/time.

  – **Delete**: You delete the message.

  – **Forward**: Select an entry. You can now edit the text of the message. Press OK. Enter the internal call number of the user to whom you would like to forward the message. Optionally you can select a call number from the telephone book. Confirm the entry/selection of the call number with OK.

  – **Delete all**: You delete all messages.

- **Outgoing mail**: A list of messages sent by you is displayed. In the same way as described in the above section, you can forward or display these messages.

- **New message**: You can send a new message to another user. First enter the text (max. 160 characters) and press OK. Enter the internal call number of the user to whom you would like to send the message. Optionally you can select a call number from the telephone book. Confirm the entry/selection of the call number with OK.

Messages can also be sent to system terminals from the **OpenCTI 50**Web application. You will find more information on this in the OpenCom 100 online help.

E-Mail: You will see the list (senders) of received e-mails. Select an entry. A selection menu appears allowing

you to display the e-mail (subject, sender, date/time), delete the selected email or delete the entire list of emails. Use the arrow keys to scroll through the display functions.

Appointments: You see the status of both appointments. To programme an appointment, select it with the arrow keys and OK. Under **Time** you can enter the time at which the appointment reminder is to be activated. Select **Reason** to enter the reason for the appointment. Select the type of reptition: **Single**, **Date** (enter the specific date, DD.MM.YY format), **Mo - Fr** or **Sa - Su** or **Every day**. Activate the appointment call with **On** or deactivate it with **Off**. For an appointment call your telepone will ring. The appointment number appears in the display. Press the ⌒ key to view the appointment reason.

Messenger: Using the Messenger, you can inform internal callers of your availability status, for example that you are currently not in the office or that you are on holiday. The Messenger provides a number of specially prepared message texts for this purpose. Select one of these message texts and press OK. The message text will, for an internal call, be displayed in the display of the caller provided the telephone is a system terminal. If you do not want any message to be displayed, set the text to "Available".

Optionally you can create your own text (max. length 23 characters). Select the **Text:** menu entry, enter the text and press the OK key. The text is now saved in the Messenger list and selected. You can overwrite this text at any time.

You can also enter and select the Messenger text via the **OpenCTI 50** Web application.

Please note: The settings of the Messenger are saved and are also available after a restart of the communications system.

"Phone settings" Menu

Select **Phone settings** and then select …

Key Lock: You can lock the keypad of your handset to prevent accidental operation. Confirm with OK. An active keypad lock is symbolised by a 🔒 above the left softkey. To unlock the keypad, press the left softkey and then the #R key. You can also switch the keypad lock on by long pressing the #R key.

Please note: The SOS key can also be operated when the keypad lock is activated.

Select **Ringer Settings** and then select …

- **Melody**: Depending on the type of incoming call (e.g. internal calls, external calls, messages and VIP calls) a different melody can be set. Select the call type (**Internal**, **External**, **Messages**, **VIP**). There are 30 different melodies available.

  Then select the melody. Enter 1 … 9 or in quick succession two digits 10 … 30 or modify the displayed number with the arrow keys.

- **Type**: As well as a melody, you can assign a different kind of signalling to every call: The active setting is displayed with ✓. Select the desired setting and confirm with OK.

  – **Full Melody**: Ringer signalling with a complete melody

  – **Single**: As ringer signalling the set melody will only be played once.

  – **Chirp**: Short melody, is also only signalled once

- **Device**: You can select the combination of signal generators with which the call will be signalled. An active signal generator is marked with ✓. Select the desired signal generator and switch it on or off with OK.

  – **Buzzer**: Activate or deactivate the acoustic ringer tone. If you deactivate the signal generator then this is shown in the display with the 🔔 symbol.

  – **Vibrator**: Activate or deactivate the vibration signal generator.

Please note: If you deactivate all signal generators, then the call is only signalled with a flashing 📳 symbol in the display.

- **Volume**: Select the ringer tone volume signalling (1 … 7) via entering the digit or with the arrow keys and confirm with OK.

System: This menu contains the settings for subscribing the handset to the base station (**Subscription** and **IPEI**). Please refer to the information in the chapter entitled *Commissioning* starting on page 16 concerning the subscribing of a handset.

- **Subscription**: Use this menu to subscribe the handset to one or more base stations. In this menu you also administrate the subscription records that have been set during check-in operation.

  At least one subscription available: You see a list of base station names to which the handset has subscribed and additionally the **Auto. Search** entry. Select the one of the en-

tries and press Options. You can now make the further below described settings for this entry.

No subscription available: You see the note **No Subscription**. Press New to add a subscription.

– **Select** (having selected **Auto. Search**): If you have checked the handset into multiple base stations, then the handset will (in the idle state) automatically select a reachable base station. Your handset will automatically be "registered" at another base station as soon as it is no longer in range of the current base station.

– **Select** (having selected a different subscription entry): If you have registered the handset at multiple base stations, then you can select which subscription your handset should use.

– **New**: You subscribe the handset (PP = Portable Part) to the base station (FP = Fixed Part). Possibly you will need the PARK of the base station. If you wish to check in the handset using the secured procedure, you will need the FP PIN of the base station (also referred to as AC = Authentication Code). If you are using the simplified procedure, leave this field blank. For more information on checking in handsets, refer to the OpenCom 100 online help. Enter the **PARK** and press Go on. Enter the **Auth. code** (Authentication Code) and press OK. After a successful check in, you can enter the name and number for the subscription entry. Confirm with OK.

– **Edit**: You can edit the name and display of the call number (usually the internal/local call number) for the selected subscription record. This information appears in the idle state when the handset is registered on the corresponding base station.

Please note: With the OpenCom 100, you do not need to enter an internal call number for the handset since the communications system manages internal call numbers automatically.

– **Delete**: Here you delete the subscription record of the base station in your handset. The handset can only be operated on this system when it has been checked in again. When the last entry in this list has been deleted, the handset automatically begins to search for a new base station to subscribe to.

– **Delete all**: Here you delete all subscriptions.

- **IPEI**: You can read the international handset identification code (IPEI: International Portable Equipment Identity).

Please note: The handset can be operated with a maximum of ten communication systems. Before you can make a call via the system, the handset has to be registered in the respective system (enrolment). A system ID and access code may be necessary for the enrolment process. Ask the respective system administrator for the valid code.

Telephone Option: This menu contains further device-specific settings.

- **Auto Key Lock**: Use OK to activate (✓) or deactivate automatic keypad lock. When the automatic keypad lock is active, the keypad lock is automatically switched on if you do not use the device for more than 60 seconds in the idle state.

- **Key Click**: For each key operation a short signal tone can be activated. With OK you activate (✓) or deactivate the key click.

- **Alarm:** You can set a time between 00:00 and 23:59 at which time the handset will emit an acoustic signal. The signal type is defined by the ringer tone setting for external calls. The alarm signal lasts approximately one minute and can be switched off by pressing any digit key. After each signalled alarm, you will need to reactivate the alarm again.

  – **Set**: Here you enter the wake time, for example 12:15. Confirm your input with OK.

  – **Active**: With OK you activate (✓) or deactivate the alarm.

Please note: When the alarm is active, the idle display shows an alarm symbol (⏰) next to the time.

- **Emergency Opt.**: In this menu you can set the options for the emergency call and the emergency call key (see also *Manual Emergency Call (SOS Call)* starting on page 46).

  – **Emergency Number**: Here you enter the call number that will be called when the emergency call key is pressed or when a mandown call is made. Confirm your input with OK.

  – **Man Down Call**: The mandown call (see also page 47) is initiated when the position sensor of the handset is triggered. With OK you activate (✓) or deactivate this function.

  – **Silent Alarm**: The mandown call can, without any extra prealarm, be triggered by the hand-

set. If the function "Silent Alarm" is activated, then the programmed emergency call number will be dialled immediately. Is the function deactivated then a 30 second warning tone is sounded. With OK you activate (✓) or deactivate this function.

Important Note
In accordance with your safety practice requirements, we advice you to please pay attention to the following:
Operating your telephone in the operations type emergency call with warning tone (i.e. "Silent alarm" is switched off) means that calls continue to be signalled during the 30 second warning time. The warning tone will be repeated for a further 30 seconds after the completion of the call or conversation and before the emergency call number will be dialled. Because of this, a delay can occur before the emergency call is made. Therefore in sensitive safety areas switch on the "Silent alarm" menu item, so that an emergency call is made immediately.

- **Auto Answer**: If an headset is plugged in then a connection is automatically created, you can make hands free calls. If the caller hangs up then the connection will be disconnected.

Please note: If you are not using the headset, then please deactivate this function as unnoticed listening-in by a caller is possible.

If no headset is connected and for an incoming call the telephone is removed from the charging station, then the call is answered without pressing the receiver key. With OK you can activate (✓) or deactivate this function.

Please note: This function should only be used when the "Silent charging" function described below is off.

- **Silent Charging**: The handset does not signal any calls as long as it is in the charger. This applies to acoustic signalling via the ringer, to visual signalling and the vibration signalling. Callers hear a busy tone. As soon as you remove the handset from the charger, calls are signalled again. With OK you can activate (✓) or deactivate this function.

- **Coverage Warn.**: The coverage warning sounds a warning tone when leaving the radio range. Use OK to activate (✓) or deactivate this function.

- **User Name**: Here you enter or edit the name that appears on the display when the handset is in the idle state. Use the OK softkey to save the setting.

Please note: The username saved here is a two-character abbreviation displayed on this telephone only. It is not identical to the username the administrator enters for a user when configuring the OpenCom 100 and which, for example, is used in the central phone book.

- **Language**: Select a language from the list and confirm with OK. Display texts then appear in this language.

- **Contrast**: Select the level of the display contrast (1 … 7) via entering a digit or with the arrow keys and confirm with OK.

"Protection" Menu

Select **Protection** and then select …

Call protect.: This switches the signalling of calls for all call numbers of your device **On/Off** (with the exception of VIP calls). You can activate (✓) call protection for internal calls only, for external calls only or for all calls. When call protection is activated, the caller hears either the ring or the busy tone (the system administrator configures this when configuring user groups).

Please note: Call protection is only activated on the terminal on which it was set. Even if your internal call number of the terminal is available (that is, also on other terminals) more than once, call protection is not automatically activated there.

Telephone lock: Enter your device PIN. Activating the telephone lock switches your telephone to a lower external access authorisation level. External dialling may then be partially or fully restricted. Emergency call numbers can be stored in a special list applicable to your user group and can then always be dialled, irrespective of your external authorisation. For more information ask your system administrator.

Baby call: Enter the destination call number and activate or deactivate the baby call (see also the chapter entitled *Baby Call* starting on page 47).

Change PIN: Enter your current device PIN and then the new PIN twice. If you have forgotten your device PIN, contact your system adminstrator.

Availability: All active features that hinder your availability (call protection, call-waiting protection, call forwarding) are cleared.

Call wait. Prot: During a telephone conversation, no further calls are signalled by the call-waiting tone; the caller hears the busy tone. Activate this function with **on**.

Please note: Call-waiting protection is only activated on the terminal on which it was set. Even if your internal call number of the terminal is available (that is, also on other terminals) more than once, Call-waiting protection is not automatically activated there.

"Connections" Menu

Please note: The following features are available only if this is permitted by the current call state of your telephone. You can also find these features in the call-dependent menus.

Select **Connections** and then select …

Select **Call pick-up**, then …

- **Pick-up**: This accepts a call for another telephone in your pick-up group.

  If the called subscriber is a member of a user group for which pick-up protection is active, then you cannot pick up calls to this subscriber's call number.

- **Pick-up select.**: You can answer a call for any other telephone. To do this, enter the call number of the other telephone.

  If the called subscriber is a member of a user group for which pick-up protection is active, then you cannot pick up calls for their call number.

Please note: If the other terminal is already in the call state (e.g. an answering machine is in announcement mode), you pick up the call. The subscriber for whom you pick up the call must belong to a user group for which the "Call removal" authorisation is activated, otherwise "Pick-up selective" is not possible.

Select **Dial**, then …

- **Announcement**: After entering the call number, you can initiate an announcement on another **system terminal**. Enter the call number under **To:**. Announcements can also be directed to call numbers under which several subscribers can be reached (see also *Announcements* starting on page 49).

  If the called subscriber is a member of a user group for which intercom protection is active, no announcements are made to the subscriber's call number.

- **VIP call**: Even if the called internal subscriber (only with a system terminal) has call-waiting protection, call protection or call-forwarding activated, your

call will nevertheless be acoustically signalled.

- **Door opener**: This activates the door opener.

- **Phone book**: This opens the telephone book of the OpenCom 100. You can now call one of the stored subscriber numbers (for this, see also *Making Calls from the Telephone Book* starting on page 50).

"Phone book" Menu

In this menu you can add, edit and delete entries in your personal part of the OpenCom 100 telephone book. If the system administrator has given you (or the user group to which you belong) the corresponding authorisation, you can also edit the central telephone book and your company's telephone book. An entry in your company's telephone book is created in exactly the same way as an entry in your personal telephone book. It can then be used by all employees of your company.

Information about company telephone books can be found in the user guide "Installation and Commissioning", in the chapter entitled "Multi-Company Variant" and in the online help to the OpenCom 100.

Select **Phone book** and then select …

- **New entry**: Select the required telephone book: **Personal**, **Company** or **Central**. Enter the name, first name as well as the call number for the classifiers **Office**, **Mobile** and **Private**.

  For each call number in a telephone book entry, you can specify whether your own call number should be automatically suppressed whenever you dial these call numbers (from the telephone book). If your call number should be displayed, confirm **Transmit number** with OK. Otherwise use the lower arrow key to scroll to the **Suppress number** menu item and then press OK.

Please note: If you do not activate the "Suppress number" function for a call number saved in the telephone book, you can suppress the display of your call number from call to call, that is before you dial the destination call number.

  In the central telephone book you can assign a speed-dialling number to one or several call numbers in the telephone book entry. After you have enter the call number, the system will automatically offer you the next free speed-dialling number. If you wish to assign this number, press OK. If not, you can delete this speed-dialling number using the C key (if necessary

enter another free speed-dialling number) and confirm with OK.

Then select the default call number (**Default office**, **Default mobile** or **Default private**) and confirm with OK. The default number is the number that is used if you do not select any other call number before establishing the connection.

Press OK to save the telephone book entry.

- **Edit**: Select **Personal**, **Company** or **Central**. In the **Name** field enter the first letter(s) of the name. Then select the desired entry from the list and confirm with OK. Select **Delete** or **Edit**. Select **Edit** to edit all data of this entry. The procedure is identical to the one used to create a new phone book entry.

"Voicebox" Menu

This menu item is only displayed if a voicebox has been configured for you! In this menu you can edit new and existing voicebox messages and change the voicebox settings.

Select **Voicebox** and then select …

Voicebox mess.: You see the list of received messages. Each message is identified by the caller's call number or, if stored in your telephone book, by the caller's name. Messages that have not yet been played back are marked with a "+"; messages that have been played back are marked with a "-". Select a message and then one of the following options.

- **Play**: Listen to the message the caller recorded. You can also use the number keys **4** (rewind), **5** (pause) and **6** (fast forward) to control message playback.
- **Dial**: Call the caller back.
- **Delete**: The message will be deleted.
- **Phone book**: You add the caller's call number to a telephone book (see also *Add Call Numbers to Phone Book from Lists or During a Call* starting on page 52).
- **Forward**: Forward the message to a voicebox of another OpenCom 100 user, with or without a comment. Under **To:**, enter the call number of the other voicebox. End recording a comment by with the ⌒ key.
- **Info**: You see the call number or user name of the caller, as well as the date and time of the message.
- **Delete all**: You delete all messages stored in your voicebox.

Call voicebox: Call your voicebox and identify yourself with your code when prompted to do so. OpenVoice informs you whether you have any new messages. You can also edit new and existing messages and voicebox settings. Follow the voice menu instructions.

Please note: For detailed information on utilisation and operation of OpenVoice, please refer to the add-on component's guide "OpenVoice – The Voicemail System in the OpenCom 100 Communications System".

"Central settings" Menu

In this menu you can define rules and settings for the time management of your system.

The **Time control** menu item is available if the system administrator has configured, for your user group, the authorisation "Time control". The **Date / Time** menu item is available if the system administrator has configured, for your user group, the authorisation "Configurator – active". If you have neither of these authorisations, then this menu will not be displayed on your telephone.

Select **Central settings** and then select …

- **Time control**: In the OpenCom 100 several time groups can be configured. Depending on the activated time group, incoming calls are signalled on different telephones. Switching between these time groups can be done automatically – according to a timetable configured by the system administrator – or manually.

  You can only programme these functions if the system administrator has activated the "Time control" authorisation for your user group.

  Select **Automatic** to activate automatic time control. The configured time groups then change automatically according to the timetable configured by the system administrator. This setting remains active until one of the available time groups is set manually.

  The system administrator can configure up to ten time groups. The time groups are either numbered (default setting) or they have been given names by the system administrator. You can manually select a specific time group; the automatic time control is then deactivated.

Please note: Any divert "MSN" always remains in effect, regardless of

the currently switched-on time group.

- **Date / Time**: The date and time are taken over from the exchange on the first external outgoing call. If this information is not transmitted by your network operator, you can set the date and time here yourself.

Appendix

Care and Maintenance

Your telephone is a product that meets the highest standards of design and manufacture. It should therefore be treated with care. Follow the advice below, and you will be able to enjoy using this product for a long time.

Please pay attention to the safety precautions in chapter *Safety Precautions* starting on page 6. These precautions apply to the handset, the charging station, the rechargeable batteries (the entire telephone), as well as the accessories.

To clean the telephone, first remove the charger adapter plug from the mains socket. Wipe the equipment with an anti-static cloth or a soft, damp leather cloth, then with a dry cloth.

Please note: Never spray your telephone with cleaning fluid or solvents.

Clean the charge contacts on the handset and the charger by means of a lint-free cloth.

If your telephone or one of the accessories fails to function correctly, contact your supplier's customer service.

Environmental Features and Disposal

This product has been manufactured in compliance with the legal specifications governing recycling and environment.

It has been developed with regard to minimal energy consumption, long life and ease of service. This product has been built using environmental-friendly materials and components. Help to prolong the life of this equipment by following the safety precautions, the information regarding battery pack durability and the instructions regarding care and maintenance.

Dispose of the equipment according to the official requirements. Please ensure that it is recycled.

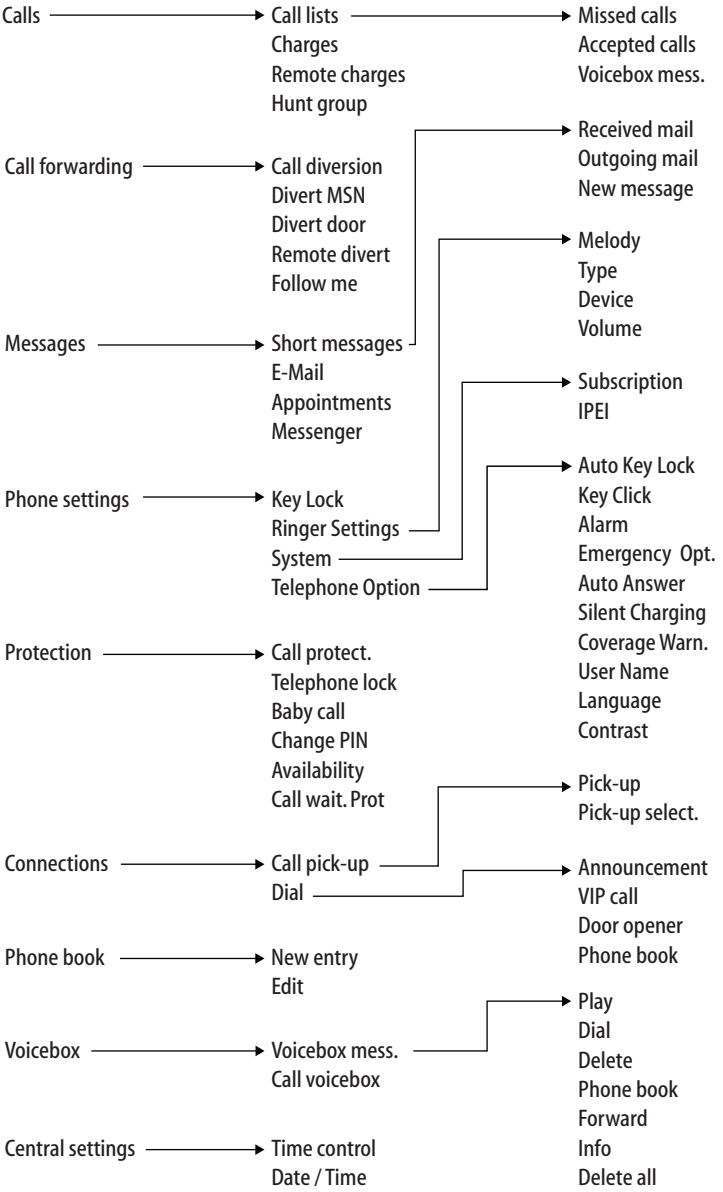
Electronic equipment and batteries do not belong in household waste.

Technical Data

Standards:	DECT, GAP
Frequency band:	1,88 - 1,9 GHz
Handset weight:	approx. 117 g (including batteries)
Handset dimensions:	138 x 47 x 21 mm plus antenna (L x W x H)
Display:	5-line graphic display
Battery:	NiMH; 650 mAh
Stand-by time:	up to 75 hours
Talk time:	up to 8 hours
Charging time:	approx. 5 hours (discharged battery charged to full capacity)
Transmitter power	10 mW (average) 250 mW (maximum)
Operating temperature	-10 °C to +45 °C (handset) +5 °C to +40 °C (charging station)
Storage temperature	-25 °C to +55 °C (handset)

Shipping temperature	-25 °C to +70 °C (not incl. batteries) -25 °C to +60 °C (incl. batteries)
Protection class	IP 54, dust-proof and splash-proof
Accessories	Charging station Adapter plug (Europe) Adapter plug (UK) Charging station Plus Adapter plug Plus (Europe) Adapter plug Plus (UK) Reserve battery pack Headset MEM card manager Leather carry case

Main Menu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Divert door
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Messages
Short messages
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Appointments
Messenger
Melody
Type
Device
Volume
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IPEI
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Auto Answer
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Dial
Pick-up
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